

HEALTHLINE

24 Hour Healthcare Information and
Referral Phone Line

Operated by Hotline

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Region where calls originated:

North County	517
North Coast	207
San Luis Obispo	751
South County	331

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Age of Person Needing Healthcare

Child

46

Adult

1501

Senior

259

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Type of Healthcare Requested

Counseling/Mental Health	720
Drug & Alcohol Treatment	213
In-Home Assistance	207
Primary Care	80
Specialty Care	43

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Type of Healthcare Requested

Pregnancy/Obstetrics/Gynecology	33
Dental	28
Geriatric	15
Pediatric	12
Other	286

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Unable to make a referral: 342 calls
18% of requests

Aftercare Intervention Demonstration Project Results

**Operated by
Lifespan Services Network**

The Nurse worked with 237 patients

- Only 11% returned to hospital
- 45% were older than 75 years/age
- 29% were cognitively impaired

Aftercare Intervention Demonstration Project Results:

- 45% unable to find or discuss discharge plan
- 57% improved by second home visit
- Lack of family or social support was the leading reason for a referral by hospital staff

Interagency Resource Team (IRT)

47 Case Consultations

Major Issues:

- Need for Affordable Housing
- Need for Residential Drug/Alcohol Treatment
- Need for Conservatorship

Interagency Resource Team

Major Issues:

- Client's behavior prevents them from being admitted to homeless shelter
- Client unwilling to comply with treatment plan or program requirements